

Deploying MLTI iPad

Deploying a replacement MLTI iPad received from the Repair Depot (service or buffer replacement)

When you send an MLTI iPad to the depot for an in-warranty repair, you will receive the same model iPad back. The iPad will be a different physical unit with a different asset tag, serial number and MAC address. The repair depot will initiate a transfer of this device to your school in the Asset Manager. The Tech Lead will receive the inbound transfer notification via email and see it on the front page of the [Asset Manager](#). Follow these steps to return this device into service at your school:

1. Once you have physically received the device, log in to the Asset Manager and accept the incoming transfer. This action will add the device to your Asset Manager inventory and also add the device to your site in the [MLTI Mobile Device Management System hosted by JAMF](#).
2. If the device is at the springboard (meaning it has already gone through the setup assistant) when you receive it from the repair depot, go to Settings > General > Reset and tap Erase All Content And Settings. If the device is at the setup assistant, verify during setup that the device picks up the configuration from the State of Maine Department of Education.
 - If you have already deployed a spare device to the user and plan to have the user keep the spare device as their issued device, charge this device to between 50% and 80%, turn the power off and store the device as your new spare.
 - If you plan to hand the user this replacement device and return the spare that was issued, you can have the user go through the setup assistant to enter their Apple ID and restore from an iCloud backup if they had created one on their previous device. If the user does not have an iCloud backup, they can enter their Apple ID and set it up as a new device.
3. The JAMF site admin will need to update the device records for both devices in JAMF. The site admin should remove the username from the previously issued device and add the same username to the newly assigned device. (http://maine.gov/mlti/tech/MLTI_User_Creation_for_Managed_Distribution.pdf) The site admin will also want to update any static mobile device groups that contained the previous device and add the new device.

Deploying a new MLTI iPad (as part of a new opt-in purchase)

If you have received a new quantity of MLTI iPad devices, follow these steps to ensure that each device is properly configured for use by the end-user:

1. Unpack each device and verify the asset tag on the back of the device matches a device record in the MLTI Asset Manager. If you can not locate a device in the Asset Manager, contact the Apple Project Office by using the [Report Asset Data Inconsistencies](#) email located in the [Asset Manager](#). If you need access to the MLTI Asset Manager, please call the AppleCare help desk at 1-800-919-2775 and use the PIN 4MLTI.
2. Assign each device to a user and record that in the UserID field for that device record in the Asset Manager.
3. Apply the case to the iPad. Pack the power cable and power brick into the Brenthaven pouch, insert the iPad into the Brenthaven case.
4. If you are deploying devices to users under 13 years of age, you will need to enroll in the Apple ID for Students program in order to request Apple IDs for those users. More information on this process can be found at [Apple ID For Students](#). If all your users are 13 years of age or older, you will want to make sure that every user has an Apple ID. Many users may already have one, but if not, an Apple ID can be created by the user during the setup assistant on the device. For more information on this, please refer to [Apple IDs for Users 13 & Older](#).
5. When you are ready to deploy the devices to users, each user can turn on the device and walk through the setup of their device.
 - The end user will be prompted to accept the configuration from the State of Maine Department of Education. This configuration is required, and can not be bypassed.
 - The end user will also be prompted to enter their Apple ID and password. If the user is 13 years of age or older, they can create a free Apple ID at this point. Users under 13 should have been set up with an Apple ID through the Apple ID for Students program (see step 4).
 - The end user will be prompted to create a 4-digit passcode. This is not required but recommended as an additional security measure.
 - The end user will complete the setup process and can begin using the device.
6. After the device has completed setup, the device will “check in” with the [MLTI Mobile Device Management System hosted by JAMF](#). The device will also be automatically added to your specific school “site” in JAMF (there may be a time delay for this process). If your school has a site administrator for JAMF, they will be able to see and administer the devices and upload the user information from the Asset Manager to assign each device to a user in JAMF. At that point the JAMF site admin can [assign MLTI apps](#), [locally purchased VPP apps](#), free apps, and create configuration profiles to further customize the devices. If your school does not have a JAMF site admin, please call the AppleCare help desk at 1-800-919-2775 and use the PIN 4MLTI and we can provide training.

If you have any questions or issues with this process, please escalate by calling the MLTI AppleCare Help Desk at 800-919-2775 and use the pin# 4MLTI.